

## **Complaint about childcare provision**

Ref: 2633653/5579689

Date: 24 November 2023

### **Summary of outcome**

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage, which you can find at [www.gov.uk/government/publications/early-years-foundation-stage-framework--2](http://www.gov.uk/government/publications/early-years-foundation-stage-framework--2). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 3 November 2023 we received concerns that the provider was not meeting some of these requirements.

On 9 November 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 06 December 2023:

- ensure all staff understand the safeguarding policy and procedures, and who to contact if they have concerns about a child or a member of staff
- ensure the manager and deputy manager receive appropriate support to understand and fulfil their roles and responsibilities
- put in place effective supervision arrangements for all staff, to provide them with support, coaching and training
- ensure that the key person system is effective, and information is shared about children to ensure their individual needs are met
- ensure that appropriate staff:child ratios are maintained to ensure there are appropriately qualified staff caring for children
- ensure the outdoor area is safe and secure so that children cannot escape and animals and unvetted people cannot enter
- ensure there is an emergency fire evacuation procedure in place and that all staff, including new staff know how to evacuate children safely from the premises

We will monitor the provider's response to ensure the actions are successfully completed.

On 7 December 2023, we carried out a regulatory monitoring visit. We found that the provider had improved their and staffs' knowledge and understanding of safeguarding procedures. They had put in place supervision arrangements for all staff and ensured that those with management roles had appropriate support. They had improved their information sharing procedures. All staff had undertaken fire evacuation practices and knew how to evacuate children safely. The provider had made improvements to the outdoor area to ensure the area was safe and secure. The provider had also reviewed staffing arrangements to ensure that the appropriate staff:child ratios were correctly maintained.

We are satisfied the provider has met the safeguarding and welfare actions raised. The provider is still registered with Ofsted.

### **Publication of complaints**

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).